

▶ OFFICE OF DISABILITY SERVICES



The NYC Department of Small Business Services (SBS) Office of Disability Services is the central location for disability-related questions or concerns from the public and SBS employees. SBS adheres to and embraces all City/State/Federal Laws, including the Americans with Disabilities Act (ADA)/Amendments Act (ADAA), Section 504 of the Rehabilitation Act, New York City Human Rights laws, and the New York State Human Rights Law. SBS does not discriminate on the basis of disability in the operation of its programs, services, and activities. Auxiliary aids and services are available upon request to individuals with a disability.

Michelle Barnes-Anderson is the Director of the Office of Disability Services (ODS) and serves as the Agency's Disability Service Facilitator (DSF)/Section 504/ADA Officer. Ms. Barnes-Anderson is located at the SBS offices at 1 Liberty Plaza in Manhattan. She is the central intake person and handles all matters relating to the Americans with Disabilities Act (ADA)/Amendments Act (ADAA) and Section 504 of the Rehabilitation Act. SBS will not impose a surcharge to cover the cost of reasonable accommodations or auxiliary aids/services. The ADA and applicable laws do not require SBS to fundamentally alter the nature of its programs or services that would impose on it an undue financial or administrative burden.

The following may be obtained through the DSF:

REASONABLE ACCOMMODATIONS

Are modifications or adjustments to a program/training, job, or the work environment that will enable a qualified applicant or employee with a disability to participate in the program/training, application process, or to perform essential job functions. Reasonable accommodations are covered under the City's Diversity and EEO policy, which can be found at nyc.gov/eoo. SBS's Reasonable Accommodation policy can be downloaded at www1.nyc.gov/assets/sbs/downloads/pdf/about/reasonable-accommodation-policy-english.pdf.

AUXILIARY AIDS AND SERVICES

Includes, but are not limited to: qualified readers; taped texts; audio recording; sign language interpreters; Braille and large print materials; or other methods/devices, which would make the agency's information and services accessible leading to effective communication for individuals with a disability.

55-A PROGRAM

Is the certification of an individual for civil service positions on a non-competitive basis. Candidates must be certified as being

physically or mentally disabled and qualified to perform the duties of the job. A qualified person with a disability who is appointed to the 55-A Program is not required to take a written or oral examination. More information on 55-A can be found at www1.nyc.gov/assets/dycd/downloads/pdf/55A_Booklet_Final.pdf.

FOR THE PUBLIC:

ADA GRIEVANCES

Pursuant to the New York State and New York City Human Rights laws, Section 504 Rehabilitation Act, and the ADA/ADAA, no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity. Grievances regarding our program services and activities not related to employment should be submitted in writing to the DSF as soon as possible, but no later than sixty days after the date of the alleged violation. Grievances should include allegation, date, place, and name of person(s) involved. Upon receipt of a grievance, the DRC will provide a written acknowledgement. The grievance process consists of an interview, which will informally address the disability related

issue(s). If an informal resolution cannot be met, then a formal investigation will be conducted. A written notification of decision and an appeal process will be provided to the grievant. Alternative means of filing grievances, such as in-person interviews or an audio recording of the grievance, may be made available, as needed, to persons with disabilities upon request.

FOR EMPLOYEES:

DISABILITY COMPLAINTS

Employee disability complaints are made under the NYC Diversity and EEO Policy. To file a disability complaint you may contact the Office of Disability Services.

Should you have any questions or concerns regarding the information provided above or any other disability related issues or concerns, you may contact Ms. Barnes-Anderson at mbarnes@sbs.nyc.gov or via telephone at 212.618.6717, NY Relay 7-1-1. Additional disability complaints and questions can be made at other City, State, and Federal agencies including the NYS Division of Human Rights dhr.ny.gov and NYC Commission on Human Rights nyc.gov/humanrights.



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